

# MiScorecard Performance Summary

**Business Unit:** Michigan Gaming Control Board  
**Executive/Director Name:** Richard Kalm  
**Reporting Period:** Aug 2014

**Green** >90% of target  
**Yellow** >= 75% - 90% of target  
**Red** <75% of target  
 Date Approved: 9/15/2014

Metric ID	Metric	Status	Progress	Target	Current	Previous	Frequency	Metric Definition
<b>Customer/Constituent</b>								
C-1-CAE	Complete Patron Disputes (PDs) investigations within established timeframes.	Green		90.00%	83.33%	90.00%	Monthly	Investigation of patron disputes involving winnings and losses or the conduct of gaming at a casino will be completed within 33 days of the receipt of the complaint.
C-2-CAE	Tournament review investigations completed within established timeframes.	Green	=	90.00%	100.00%	100.00%	Monthly	Ensure compliance of proposed slot or table game tournaments. Each investigation will be completed within 14 days.
C-3-CAE	Review and approval or denial of uncollectible gaming receivable write-off requests within established timeframes.	Green	=	100.00%	100.00%	100.00%	Monthly	The review of write-off requests ensures that the three Detroit Casinos complied with all write-off requirements per Administrative Rules, Part 13. Per this Rule the Detroit casinos can take a tax deduction for uncollectible gaming receivables for an amount approved by the MGCB. Reviews will be completed and a decision communicated to the Detroit casinos within 30 calendar days from the date of receipt.
C-7-AD	Response to Requests for Information (RFIs) from other gaming jurisdictions and agencies are completed within established timeframes.	Green		95.00%	93.02%	97.62%	Monthly	MGCB receives requests for licensee suitability from other gaming jurisdictions and law enforcement agencies with the understanding that MGCB will issue a response. The response is provided in the spirit of cooperation between law enforcement agencies and with the understanding that no information shall be disclosed to any other agency, entity or individual; or utilized in any court of law, administrative hearing, or other forum without prior written consent of MGCB. MGCB will issue a written response within 10 business days.
<b>Financial</b>								
F-1-CAE	Review of all daily tax returns within established timeframes.	Green		100.00%	100.00%	96.77%	Monthly	Review of daily tax returns ensures the proper amount of revenue is reported and the correct amount of taxes are paid by the three Detroit casinos. The State receives a 8.1% wagering tax on the adjusted gross revenue. All daily tax returns for all 3 Detroit casinos will be reviewed within 2 business days of receipt.
F-3-AD	Verification of the amount of wagering tax paid by the three Detroit Casinos.	Green	=	100.00%	100.00%	100.00%	Monthly	The Detroit Casinos pay the State a 8.1% wagering tax on a daily basis. MGCB will verify the amount of wagering tax paid by the Detroit Casinos equals the amount due.
<b>Internal Business Process</b>								
P-4-LI	Level 1 occupational license processing completed within established timeframes.	Green		90.00%	100.00%	85.71%	Monthly	Reduce the number of days to process a Level 1 occupational license. Level 1 occupational licensee investigations completed and recommendations made to the board within 35 days.
P-7-LAGR	Software and hardware submission evaluations completed within established timeframes.	Green		100.00%	99.65%	99.30%	Monthly	Software and hardware for electronic gaming devices have to be evaluated by the gaming lab prior to being placed onto the gaming floor in the Detroit casinos. Software and hardware submissions will be completed within 13 weeks from the time the submission is received.
P-9-LAGR	Enforcement of alcohol testing - live horse racing.	Green		100.00%	147.57%	153.85%	Monthly	Alcohol testing helps to ensure fair and safe horse racing for the participants and spectators. Alcohol testing will be completed for 65% of the drivers/jockeys who participate in live horse race dates in 2014.
P-10-LI	Investigation Tracking - Criminal investigations completed within established timeframes.	Green		75.00%	92.86%	84.85%	Monthly	Criminal investigations will be completed within 45 days of the assignment.
P-12-AD	Document processing completed within established timeframes.	Green		97.00%	99.74%	96.70%	Monthly	Implement and maintain a system for electronic and manual records management. The entire records management process will be completed within 3 business days of receipt of the documents.
P-20-LI	Renewal Vendor applications will be reviewed by a Supervisor and submitted to management for final approval once a month.	Green	=	80.00%	100.00%	100.00%	Monthly	Monthly vendor renewal application submissions will be provided during the last 5 business days of the month and will include all renewal applications submitted since the prior months submission, with the exception of applications submitted for supervisory review within the last 5 business days.
P-22-AD	Purchasing orders processed within established timeframes.	Green		95.00%	100.00%	95.65%	Monthly	Orders are to be placed for purchasing requests within 7 business days of the Financial Services Section receiving the Supply Requisition.
P-23-AD	Security access audit completed within established timeframes.	Green	=	100.00%	100.00%	100.00%	Monthly	Audit of the security system user access log within 5 days of the start of every new month. The purpose of the audit is to verify appropriateness of users who have access to the security system and ensure the level of access for each user is consistent with what was approved by executive management.
<b>Learning and Growth</b>								
L-2-EE	Press Releases distributed to MGCB staff	Green	=	100.00%	100.00%	100.00%	Monthly	In accordance with the Employee Engagement Survey Action Plan, all MGCB press releases are to be e-mailed to all MGCB staff and placed on the intranet.
L-3-EE	Intranet update e-mails	Green	=	100.00%	100.00%	100.00%	Monthly	In accordance with the employee engagement survey action plan, monthly e-mails will be sent to all MGCB-staff regarding recent intranet updates.
L-5-EE	All Agency Meeting			100.00%	100.00%	0.00%	CY Annually	In accordance with the employee engagement survey action plan, one all agency meeting to be held annually.
L-7-EE	Monthly Section Staff Meetings	Green		80.00%	100.00%	94.12%	Monthly	In accordance with the employee engagement survey action

